AMENDMENTS TO THE CLAIMS

Pursuant to 37 C.F.R. § 1.121 the following listing of claims will replace all prior versions, and listings, of claims in the application.

1. (Currently Amended)   An appliance information transmitting/receiving method for handling information regarding an appliance transmitted/received between said appliance and a displaying unit of a customer and a server of a provider through a network, comprising the steps of:

activating an access button to issue a send instruction for transmitting identifier information, the access button being disposed on said appliance;

sending the identifier information by a telecommunications unit, connected to said network and disposed in said appliance, in response to the send instruction;

receiving, at the server, the identifier information from said appliance through said network, wherein the identifier information specifies the appliance;

sending, to the displaying unit after said server receives said identifier information, a menu of provider responses through said network, said menu being structured to have a content which varies in accordance with said identifier information;

said server receiving, from said displaying unit through said network, item information selected from said menu displayed on said displaying unit; and

processing, at the server, said selected item information[[;]] ~~wherein the receiving identifier information step further comprises sending the identifier information by a telecommunications unit, connected to said network and disposed in said appliance, in response to a send instruction for said identifier information, wherein the sending a menu step sends a menu that is structured to have a~~

~~different content in accordance with said identifier information, and wherein said send instruction~~

~~for said identifier information is issued by activation of an access button disposed on said appliance.~~

2. (Cancelled)

3. (Previously Presented) The appliance information transmitting/receiving method as set forth in claim 1, wherein said send instruction for said identifier information is issued by said appliance specified by said identifier information that is selected from an appliance list which is displayed by said displaying unit.

4. (Previously Presented) The appliance information transmitting/receiving method as set forth in claim 1, wherein said server receives information expressing the state of said appliance specified by said identifier information together with said identifier information from said appliance through said network, and further wherein said identifier information and said information expressing the state of said appliance is information that is sent through said network by said telecommunications unit disposed to said appliance.

5. (Previously Presented) The appliance information transmitting/receiving method as set forth in claim 1, wherein the processing step further comprises the steps of:

    if said item information received from said displaying means is regarding an item to request repair work, when said appliance is to be collected and repaired, sending, from the server, a menu of collecting methods to said displaying unit through said network; and

receiving, at the server from said displaying unit, through said network information

regarding a collecting method selected by said customer from said menu of collecting methods

displayed by said displaying unit.

6. (Previously Presented) The appliance information transmitting/receiving method as set forth in

claim 1, wherein the processing step further comprises the steps of:

receiving, at the server, said identifier information regarding said appliance from a third

party terminal through said network when the appliance is to be collected and repaired by delivery

to the provider by the third party; and

sending, from the server, to the third party information regarding a delivery destination of

said appliance when the server receives the identifier information from the third party;

wherein said information regarding said delivery destination of said appliance is in

accordance with said identifier information received from said third party terminal.

7. (Previously Presented) The appliance information transmitting/receiving method as set forth in

claim 1, wherein the receiving identifier information step further includes sending registration

information to the displaying unit when said identifier information received from said appliance is

unregistered.

8. (Previously Presented) The appliance information transmitting/receiving method as set forth in

claim 1, wherein said menu sent to said displaying unit includes at least one of a telephone response

request, a repair request, an operation method description request and an another menu display request.

9. (Previously Presented) The appliance information transmitting/receiving method as set forth in claim 1, wherein a plurality of said appliances are disposed and connected to a LAN, and said telecommunications unit of any one of said plurality of appliances is connected to said network.

10. (Currently Amended) An appliance information transmitting/receiving system for handling information regarding an appliance transmitted/received between said appliance and a displaying unit of a customer and a server of a provider through a network, said appliance comprising:

an access button disposed on said appliance that, upon activation, issues a send instruction for transmission of identifier information specifying said appliance; and

a telecommunications unit operable to receive the send instruction and send identifier information to said server through said network to which said telecommunications unit is connected[[;]],

wherein when said telecommunications unit send instruction , and said server is operable to receive said identifier information, operable to structure said server structures a menu of provider responses into a different content in accordance with said identifier information,; and operable to send sends said menu to said displaying unit through said network to be displayed, operable to receive item information selected by said customer from said menu and further operable to perform processing corresponding to said item information selected by said customer from said menu.

11. (Currently Amended) An appliance information transmitting/receiving system comprising:

an appliance having a telecommunications unit connected to a network and operable to transmit identifier information specifying said appliance in response to a send instruction;

an access button disposed on said appliance and operable to issue said send instruction when activated;

a server operable to receive identifier information transmitted from said appliance, process said received identifier information, and transmit provider responses in accordance with the received identifier information; and

a displaying unit operable to display ;wherein said telecommunications unit sends identifier information to a server of a provider through the network when said telecommunications unit receives a send instruction for said identifier information specifying said appliance; wherein said displaying unit displays a first menu of provider responses, received from the server through the network, said first menu being structured to have a content which varies in accordance with said identifier information, and further operable to display a second wherein the menu of provider responses that is in accordance with said identifier information, and a display of displays information corresponding to item information selected by said a customer from said first menu which is displayed, wherein said menu received by said displaying unit is structured to have a different content in accordance with said identifier information, and wherein said send instruction for said identifier information is issued by activation of an access button disposed on said appliance.

12. (Currently Amended) An appliance information transmitting/receiving system, comprising:

a displaying unit ~~and a telecommunication unit~~ disposed within an appliance of a customer, said displaying unit being connected to a network;

an access button disposed on said appliance and operable to issue an identifier information send instruction when activated;

a telecommunication unit disposed within said appliance, said telecommunication unit ~~are~~ being connected to [[a]] said network and operable to transmit identifier information specifying said appliance through said network upon receiving the identifier information send instruction;

a server ~~of a provider for handling~~ configured to handle information regarding the appliance received through the network,[[;]] and ~~a customer information database which manages customer information; wherein said server~~ operable to receive said identifier information, send a menu of provider responses to the displaying unit, said menu being structured to have a content which varies in accordance with said identifier information, and further operable to receive from said displaying unit item information selected by said customer from said menu which is displayed by said displaying unit; and

a customer information database which manages customer information,

wherein[[,]] when said server receives said item information selected by said customer, said server is further operable to perform ~~performs~~ processing corresponding to said item information and utilize ~~, and said identifier information is information which is sent from the~~

~~telecommunications unit in accordance with a send instruction for said identifier information;~~ ~~wherein said menu is structured to have a different content in accordance with said identifier~~ ~~information, wherein during said processing corresponding to said item information,~~ said customer information database ~~is used~~ in accordance with said item information, ~~and wherein said send~~ ~~instruction for said identifier information is issued by activation of an access button disposed on~~ ~~said appliance.~~

13. (Cancelled)

14. (Previously Presented)   The appliance information transmitting/receiving system as set forth in claim 11, wherein said send instruction for said identifier information is issued by said appliance specified by said identifier information which is selected from an appliance list which is displayed by said displaying unit.

15. (Previously Presented)   The appliance information transmitting/receiving system as set forth in claim 11, wherein said appliance and said displaying unit are structured integral with each other.

16. (Previously Presented)   The appliance information transmitting/receiving system as set forth in claim 11, wherein said telecommunications ~~means~~ unit sends information expressing the state of said appliance specified by said identifier information together with said identifier information to said server through said network.

17. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying unit is regarding an item to request repair work, when said appliance is to be collected and repaired, said server sends a menu of collecting methods to said displaying unit through said network and receives from said displaying unit information regarding a collecting method selected by said customer.

18. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 12, wherein if said item information received from said displaying unit is regarding an item to request repair work, when said server determines that said appliance needs to be collected and repaired and said appliance is to be delivered to said provider via a third party, said server receives said identifier information regarding said appliance from a third party terminal through said network and accordingly sends information regarding a delivery destination of said appliance to said third party terminal through said network, and said information regarding said delivery destination of said appliance is in accordance with said identifier information received from said third party terminal.

19. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 12, wherein when said identifier information received from said appliance is unregistered, said server sends information necessary for registration to said displaying unit from said server through said network.

20. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 12, wherein said menu of provider responses which is sent from said server to said displaying

unit includes at least one of a telephone response request, a repair request, an operation method description request, and an another menu display request.

21. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 11, wherein a plurality of said appliances are disposed and connected to a LAN, and said telecommunications unit of any one of said appliances is connected to said network.